

## **SENIOR MORTGAGE ACCOUNT MANAGER**

**APPLICATION DEADLINE IS MONDAY, APRIL 17, 2017 AT 11:59PM**

**Division:** Single Family Programs  
**Reports to:** Senior Director of Single Family Programs  
**Location:** Nashville, TN  
**Full-time/Part-time:** Full-time  
**Salary Grade:** 37  
**Monthly Salary Range Minimum:** \$4,511  
**FLSA Classification:** Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Responsible for developing and maintaining Originating Agent (O/A) relationships between THDA and large corporate and national lenders, with a heavy emphasis on lenders who do not currently do business with THDA, to ensure an on-going flow of mortgage loan submissions. Activities include daily contact and marketing to existing O/A's in order to share information regarding THDA programs, new initiatives and pricing, and the development of new O/A agreements through effective prospecting efforts.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Develops and manages business opportunities with large, complex lending entities as assigned, including entities with presence both within and outside of Tennessee, with a heavy emphasis on prospecting for new O/A contracts; sources new O/A's on an on-going basis; assists O/A applicants in submitting required documentation for THDA approval.
- Provides both one-on-one and group training, including webinars, to O/A's and prospective O/A's on how to properly submit and structure THDA mortgage loan applications, THDA specific loan documentation, underwriting and closing guidelines, and the electronic delivery system.
- Acts as a liaison between THDA and assigned O/A's as needed throughout all phases of the loan process.
- Maintains O/A contact, pipeline and other pertinent activity reports.
- Provides both one-on-one and group training, including webinars, to O/A's on policy and procedural changes.
- Effectively interacts with all O/A personnel.
- Coordinates and manages marketing calls, meeting expected goals.
- Works with THDA staff to manage trade show and other association appearances.
- Maintains current knowledge and trends in the industry and in Tennessee in order to evaluate and recommend enhancements to the THDA mortgage loan program.
- Participates in THDA Advisory Board meetings as appropriate.
- Participates in Lender Appreciation events.

### **MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

#### **Education and Experience:**

Senior Customer Account Manager (Advisor 2)

Page 1 of 2

4/21/15 by Annette Rader

- Bachelor's degree in business administration, marketing, finance or related area.
- 2 years of experience in mortgage wholesale experience.
- 5 years of experience in outside sales.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

**Knowledge, Skills, Abilities, and Competencies:**

- Ability to think critically, plan and organize details in order to carry out projects and coordinate events.
- Strong knowledge of residential loan originating, production and underwriting in the mortgage industry.
- Demonstrates strong sales ability and presentation skills.
- Ability to work independently to meet specific targeted goals and production expectations.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to adjust to frequent procedural changes.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, Access and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

**Special Demands:**

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and the ability to drive.
- Frequent in-state and possible out-of-state travel, including overnight travel.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is regularly required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**

**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**

**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG](http://WWW.THDA.ORG) AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS**